



PEAKS & PLAINS
Housing Trust

The Trust

Residents' Domestic Abuse Policy

Version number: 1*

Effective Date:

23rd December 2024



TABLE OF CONTENTS

1. INTRODUCTION..... 1

2. SCOPE 2

3. LEGAL AND REGULATORY REQUIREMENTS 2

4. DEFINITIONS 3

5. THE POLICY 4

6. IDENTIFYING RISKS..... 5

7. STAFF..... 6

8. MULTI AGENCY WORKING 6

9. ACTION AGAINST THE PERPETRATOR..... 7

10. TOOLS AND RESOURCES TO REDUCE RISK 8

11. FEEDBACK AND COMPLAINTS 8

12. EQUALITY, DIVERSITY AND INCLUSION 9

13. RESPONSIBILITIES..... 9

14. MONITORING AND REPORTING10

15. CONSULTATION.....10

16. REVIEW10

17. ASSOCIATED DOCUMENTS.....11

 POLICY INFORMATION11

1. INTRODUCTION

- 1.1 Domestic abuse is a serious crime. It shatters the lives of its survivors and, in some cases, leads to tragic deaths, serious injury and significant impact on emotional wellbeing.
- 1.2 This policy sets out how Peaks & Plains Housing Trust (the Trust) will take steps to assist and support any person suffering from or threatened with violence or abuse.
- 1.3 There is a separate policy for staff and contractors.
- 1.4 The policy sets out the action we may consider taking against perpetrators of domestic abuse to hold them to account. It applies to all Trust customers, non-tenants living with Trust customers, and anyone receiving a service from us.
- 1.5 The key points of the policy are that the Trust will:
- Take appropriate action to reduce the risk of abuse where it is considered it might happen.
 - Aim to keep the survivor of domestic abuse safe by working proactively with them, identifying the risk of further abuse.
 - Provide the survivor of domestic abuse with options and empower them to make choices so that they can identify the option that best meets their individual circumstances.
 - Liaise with the lead statutory agency and other relevant local bodies, including charities, to reduce risk, ensuring DASH (Domestic Abuse, Stalking and Honour-based violence) risk assessments are completed where appropriate.
 - Support the lead statutory agency in taking action against perpetrators of abuse. This includes taking tenancy enforcement action against perpetrators where it is appropriate to do so.
 - Continually improve the Trust's response to domestic abuse by learning from survivor feedback and the feedback from a range of other agencies.
- 1.6 The Trust, recognising the vital role of values and behaviours towards survivors, actively applies the following principles when staff handle domestic abuse cases:
- Integrity: Ensuring transparency and honesty towards all.
 - Empathy: Actively listen and strive to understand survivor experiences.
 - Empowerment and Collaboration: Partner with survivors, ensuring their perspectives are heard and valued. Acknowledge their expertise in navigating their situation and respect the steps they've already taken for safety.
 - Partnerships: Working in a multi-agency capacity alongside statutory and voluntary local organisations to ensure holistic support (e.g. MARAC – Multi Agency Risk Assessment Conference)
 - Accountability: Take ownership of our actions and openly discuss options while being honest about our capabilities.
 - Survivor Safety First: Prioritise survivor safety above all else, ensuring their voices are central to what we do, and their well-being underpins every decision.
 - Non-judgmental Support: Providing trauma informed practice and support without judgment, seeking to understand each survivor's unique experience.

2. SCOPE

- 2.1 This document should be used by all employees, contractors and volunteers of the Trust to understand the obligations placed upon the organisation to try to maintain a safe environment for its customers.

3. LEGAL AND REGULATORY REQUIREMENTS

- 3.1 This policy supports the delivery of the Trust's strategic objective to meet its legal and regulatory requirements.

- 3.2 This Policy aligns to the Regulator's Consumer Standards:

- 3.2.1 Neighbourhood and Community Standard:

1.4 Domestic abuse

- 1.4.1 Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.

2.3 Domestic abuse

- 2.3.1 Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse.
- 2.3.2 Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.

- 3.3 The Trust will work within existing regulatory requirements and legislation including:

- Domestic Abuse Act 2021
- Domestic Violence Disclosure Scheme (Clare's Law)
- Data Protection Act 2018
- Modern Slavery Act 2015
- Serious Crime Act 2015
- Anti-Social Behaviour Crime and Policing Act 2014
- Protection of Freedoms Act 2014
- Equality Act 2010
- Domestic Violence Crime and Victim Act 2004 (Section 9 implemented in 2011)
- Sexual Offences Act 2003
- Human Rights Act 1998
- Protection from Harassment Act 1997 and Victims Act 2004 (Section 9 implemented in 2011)
- Equality Act 2010
- The Care Act 2014
- Anti-social Behaviour Crime and Policing Act 2014
- Modern Slavery Act 2015
- Serious Crime Act 2015 (Part 5, Section 76)
- Domestic Abuse Bill 2019
- Police and Justice Act 2006
- Protection of Freedoms Act 2012

- Data Protection Act 2018
- Sexual Offences Act 2003

3.4 The Trust is committed to the values and principles of the Domestic Abuse Housing Alliance [DAHA - Domestic Abuse Housing Alliance \(dahalliance.org.uk\)](https://dahalliance.org.uk). These are integral to and underpin our approach to supporting survivors of domestic abuse.

4. DEFINITIONS

4.1 The Domestic Abuse Act 2021 defines domestic abuse as the following:

Behaviour of a person (“A”) towards another person (“B”) is “domestic abuse” if:

- a) A and B are each aged 16 or over and are personally connected to each other, and
- b) the behaviour is abusive.

4.2 The Domestic Abuse Act 2021 defines abusive behaviour as any of the following:

- physical or sexual abuse;
- violent or threatening behaviour;
- controlling or coercive behaviour;
- economic abuse;
- psychological, emotional or other abuse.

4.3 Domestic abuse can encompass but is not limited to the above types of abuse. It does not matter whether the behaviour consists of a single incident or a course of conduct.

4.4 For the definition to apply, both parties must be aged 16 or over and ‘personally connected’.

4.5 “Personally connected” is defined in the act as parties who:

- are married to each other;
- are civil partners of each other;
- have agreed to marry one another (whether or not the agreement has been terminated);
- have entered into a civil partnership agreement (whether or not the agreement has been terminated);
- are or have been in an intimate personal relationship with each other;
- have, or there has been a time when they each have had, a parental relationship in relation to the same child;
- are relatives.

4.6 Domestic Abuse can also occur between adult children and parents, or those in similar relationships

4.7 The term ‘violence against women and girls’ refers to acts of violence or abuse that we know disproportionately affect women and girls. Crimes and behaviour covered by this term include rape and other sexual offences, domestic abuse, stalking, ‘honour’-based abuse, as well as many others, including offences committed online.

- 4.8 The Domestic Abuse Act 2021 recognises children as victims/survivors of domestic abuse. Any reference in the Act to a victim of domestic abuse includes a reference to a child who (a) sees or hears, or experiences the effects of, the abuse, and (b) is related to either of the parties. Children living in households where domestic abuse occurs are recognised as victims of that abuse in their own right and our policy reflects this.

5. THE POLICY

- 5.1 The aim of this policy is to promote the health, safety and well-being of the Trust's customers. The policy reflects local, national, strategic and operational guidance produced in response to the growing recognition of the detrimental effects that domestic abuse has on adults, children and society. Domestic abuse and violence is unacceptable behaviour and this policy promotes that everyone has a right to live free from fear and abuse.
- 5.2 The Trust understands that experiences of domestic abuse are profoundly influenced by a range of factors, including but not limited to race, gender, sexuality, religion, and culture. People have different experiences of disadvantage and discrimination depending on their characteristics, identity and background. In keeping the approach person centred, the aim to acknowledge and understand the individual needs of survivors and offer services and approaches that take account of their identity as a whole, is paramount. This includes considering specific and intersecting needs based on race, gender, sexuality, religion and culture.
- 5.3 We are committed to a person-centred approach that acknowledges and addresses the unique needs of survivors. This includes understanding how systemic racism and other forms of discrimination can exacerbate the vulnerability of certain groups, leading to a heightened risk of domestic abuse. We will actively seek feedback from these groups to continuously improve our practices and address any barriers they face in accessing support.
- 5.4 Recognising domestic abuse as a community issue, the Trust will forge partnerships with national and local agencies. This includes (but is not limited to) specialist services run by black, minority ethnic, LGBTQ+, deaf, and disabled groups ("For and By Services"), local authorities, police, and health services. We understand that these partnerships are essential for developing culturally competent responses and services that meet the specific needs of diverse communities.
- 5.5 The Trust recognises the need to share information and collaborate with other agencies to reduce the risk of harm to survivors. Domestic abuse is a criminal offence and subsequently also a breach of our tenancy agreement. As a landlord, the Trust plays a significant role in identifying domestic abuse issues and supporting those at risk, particularly in communities disproportionately affected by systemic inequalities.

- 5.6 The Trust is committed to identifying potential problems of domestic abuse at the earliest opportunity, making positive interventions where possible to prevent situations escalating. Our approach includes tailored support services that recognize the intersectional challenges faced by survivors from various backgrounds. We will take a survivor led and trauma informed approach.
- 5.7 The Trust is committed to working with survivors and perpetrators to assist the response in dealing with specific incidents of domestic abuse and to ensure all survivors are supported fully in the process.
- 5.8 The Trust will establish clear lines of responsibility and accountability for the detection, recording and reporting of domestic abuse incidents and subsequent actions. The Trust will accept reports and disclosures of domestic abuse through any available communication channel to ensure that all survivors feel safe and supported in coming forward.
- 5.9 Where a member of staff suspects or witnesses domestic abuse taking place in a Trust property or neighbourhood, they must log the incident by emailing the safeguarding inbox. Staff will be trained to recognize the specific challenges faced by different communities and will be equipped to respond sensitively and effectively.
- 5.10 Appendix A provides a non-exhaustive list of agencies that can offer support to both survivors and perpetrators of abuse. This can also be found on the Trust external website.

6. IDENTIFYING RISKS

- 6.1 Domestic abuse cases will be opened on the Trust's housing case management system and the case managed by the Support and Enforcement Team.
- 6.2 The Trust will take a person-centred approach in responding to cases of domestic abuse to try to minimise any danger to them. Advice and assistance will be given in an empathetic, supportive and non-judgemental way.
- 6.3 The Trust understands the need to work in partnership and share information where necessary with specialist agencies to reduce the risk of harm to survivors. The Trust's aim is to support survivors by:
- Speaking to survivors and taking account of any safety concerns around communication
 - Listening, believing their account without judgement
 - Working with survivors to assess risk and agreeing an appropriate plan of action / support
 - Sharing and working in partnership with appropriate agencies in line with GDPR responsibilities
 - Take a strong focus on being survivor led, assessing individual needs and needs of the family whilst ensuring perpetrator accountability

7. STAFF

- 7.1 The Trust will provide clear guidance and training for all relevant staff on how to identify signs of domestic abuse, how to report their concerns, and how relevant staff can manage cases of domestic abuse. Dealing with issues of domestic abuse or violence requires a multi-agency approach and the Trust will work with any useful local agencies in individual cases, where appropriate, to ensure they are dealt with in the most effective and efficient way.

8. MULTI AGENCY WORKING

- 8.1 The safety of all survivors is the Trust's priority, and any concerns will be shared with relevant agencies where it is believed that a child or vulnerable person is at risk and will be managed in line with the Trust's Safeguarding Policy and procedure.
- 8.2 The Trust will complete a Domestic Abuse Stalking and Harassment Risk Indicator Checklist (DASH RIC) assessment when domestic abuse is reported and then work with specialist external agencies in order to develop an action plan to find a solution for the survivor. In some cases the DASH RIC may have already been completed by another agency, for example the police, in which case an additional DASH RIC would only need to be completed if another incident had occurred .
- 8.3 If the risks are high, the Trust will refer details to the local Multi-Agency Risk Assessment Conference (MARAC). This is a regular local meeting to discuss how to help people at high risk of murder or serious harm. Agencies in attendance are Independent Domestic Violence Advisor (IDVA), police, children's social services, health and other relevant organisations.
- 8.4 The Trust will always accept the survivor's account as a true reflection of actual events upon receiving their reports.
- 8.5 The Trust will help survivors to tell us about the abuse quickly and safely so that making the report doesn't put them at further risk.
- 8.6 As part of the action plan, the Trust will agree with survivors how future contact can be made safely. The risk assessment and action plan will be repeated at appropriate points throughout the Trust's involvement as necessary to ensure the appropriate action continues to be taken. This is coordinated by the local authority (or police) for the area where the survivor is housed.
- 8.7 The Trust will also liaise with the Multi-Agency Public Protection Arrangement (MAPPA) where the local threshold is met, where there are serious concerns, or if the risk of harm originates from them. The Trust will carry out the multi-agency action plan actions assigned to them by the MARAC and will ensure the Trust's role is understood and the correct processes followed.

- 8.8 The Trust will actively participate in other relevant local partnerships where appropriate and will work with specialist support agencies such as Victim Support, identifying support needs and vulnerability. They will make child safeguarding referrals to the relevant local authority when the need to protect a child or children is identified, or the domestic abuse may be having a negative impact on the child or children.
- 8.9 The Trust will offer domestic abuse survivors the opportunity to access translation services or to speak to an employee of the same gender and/or sexual orientation.
- 8.10 If the survivor disengages from their agreed support plan, and that places them or their family at greater risk, or the abuse is having a negative impact on the wider community, the Trust will review what action to take to most effectively manage that risk and impact.

9. ACTION AGAINST THE PERPETRATOR

- 9.1 The Domestic Abuse Act 2021 specifically states that perpetrators of domestic abuse must be held to account. Committing domestic abuse in a property owned by the Trust is a crime and a breach of tenancy. The Trust is committed to managing domestic abuse cases on an individual basis, with a survivor focused approach whilst holding perpetrators to account.
- 9.2 To demonstrate the Trust's commitment to holding perpetrators to account we will:
- Embed the principle of perpetrator responsibility through training, publicity, and awareness campaigns.
 - Ensure that case management prioritises survivor support by minimising disruption and signposting legal resources for empowerment.
 - Collaborate with partner agencies, including the Police, to share relevant information or evidence that may support perpetrator prosecution.
 - Where appropriate, take action to end a perpetrator's tenancy.
- 9.3 The Trust will consider the available legal action or remedies (both civil and criminal) available to them to deal with perpetrators of domestic abuse. They will monitor and seek to understand what action is being taken by the statutory agencies (such as supporting victims to apply for non-molestation orders and/or occupation orders - available under part IV of the Family Law Act 1996) and ensure joint working is a priority. Any breaches of tenancy agreement will be managed in line with the Anti-Social Behaviour and Hate Crime Policy and procedure, to ensure that perpetrators are held accountable for their behaviour and actions.
- 9.4 The Trust is committed to listening to the wishes and feelings of the survivor when considering appropriate action to maintain a person centred approach.
- 9.5 In circumstances where it is appropriate to do so, referrals to domestic abuse perpetrator programmes may be made.

- 9.6 Perpetrator programmes are not always successful however they can help support and have positive benefits and lead to:
- **Increased Safety for Survivors:** While not a guarantee, successful perpetrator programs can lead to a decrease in future violence and abuse. This translates to a safer environment for survivors and potentially their children. Such programmes offer survivor support alongside the behavioural change programme, allowing safe space for survivors and children to access suitable support
 - **Reduced Re-offending:** Programmes aim to explore the influencing factors impacting the use of abusive behaviours, like unhealthy values and beliefs around behaviour and relationships, power imbalances, and the want to control, by equipping perpetrators with tools for change, they can potentially reduce the risk of future abuse.
 - **Breaking the Cycle of Violence:** Domestic violence/abuse can occur across generations. Perpetrator programs can interrupt this cycle by helping individuals develop healthier relationship skills.
 - **Accountability for Perpetrators:** These programs hold perpetrators accountable for their actions and provide a path towards positive change.

10. TOOLS AND RESOURCES TO REDUCE RISK

- 10.1 The Trust will act to secure the survivor's home and may implement target hardening where a domestic abuse incident has been reported.
- 10.2 The Trust will promote the opportunity for the survivor to remain in their home where it is their choice and it is safe for them to do so. This may involve putting in place additional security measures. Where it is agreed with the survivor that rehousing is the best option, other housing opportunities will be explored which may be in a different location from the current home in order to provide protection to the survivor (refer to the Allocations Policy and/or Transfer Policy). The Trust will work with the survivor to decide whether security measures (such as lock changes or blocking letterboxes) are required to reduce or remove the risk of harm to the survivor in the homes managed by the Trust.
- 10.3 The Trust will explore the use of new technologies to support survivors and manage risk. This includes promoting new mobile applications available to survivors for them to record incidents such as Bright Sky or Hollie Guard. Survivors may also use these applications to access help and support services.

11. FEEDBACK AND COMPLAINTS

- 11.1 The Trust is committed to continually improving and learning in its handling of domestic abuse cases. This includes embedding feedback from agencies such as Domestic Homicide Reviews, Safeguarding Adult Reviews, and Serious Case Reviews to identify areas for improvement in procedures, communication, and risk assessment. Regular audits will be undertaken to ensure that cases are being dealt with in line with the latest policies and procedures.

- 11.2 The Trust aims to meet the needs of its customers by providing an excellent service. However, it is acknowledged that occasionally our processes are not fully followed, and customers may wish to complain. Should the need arise to make a complaint, please refer to the Trust's Complaints Policy.

12. EQUALITY, DIVERSITY AND INCLUSION

- 12.1 An Equality Impact Assessment has been completed, and has been reviewed by the Trust's EDI forum and Executive Management Team
- 12.2 We will make sure all our services are accessible and a range of options are available for reporting domestic abuse. Information will be supplied in other languages and formats as required. Interpreters and translation services will be arranged to ensure we do not create any unnecessary barriers to report domestic abuse and make our services accessible and inclusive to all.
- 12.3 We are committed to fairness and equality for all regardless of economic status, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion, ethnic group or immigration status. We recognise that survivors' experiences of domestic abuse may be in part defined by their background. We understand that certain individuals may face multiple and intersecting forms of discrimination and will recognise this intersectionality and tailor our service accordingly.

13. RESPONSIBILITIES

- 13.1 All Trust staff are responsible for adhering to this policy and being vigilant in identifying and reporting incidents, and discussion should be made with the line Manager. If any member of staff has any concerns about the safety or wellbeing of a child and/or adult at risk, they must immediately follow the Safeguarding Procedure.
- 13.2 Responsibility for the operational implementation of this policy lies with the Head of Neighbourhoods, supported by the Customer Support and Enforcement Manager.
- 13.3 As legislation and best practice are formulated it will be the responsibility of the Head of Neighbourhoods, to ensure any necessary updates to this policy are made in a timely manner.
- 13.4 The Trust's Executive Management team will be responsible for the approval of this policy.
- 13.5 The Customer Support and Enforcement Manager will be responsible for completing regular audits to ensure that cases are being dealt with in line with the latest policies and procedures.
- 13.6 The Trust's Customer Support and Enforcement team, led by the Customer Support and Enforcement Manager will be responsible for the operational implementation of measures contained within this policy.

- 13.7 The Customer Support and Enforcement Team will attend relevant external meetings and ensure the Trusts housing management system is updated.

14. MONITORING AND REPORTING

- 14.1 Cases of abuse will be logged by the individual officers and monitored regularly by the Customer Support and Enforcement Team with appropriate actions completed accordingly. The effectiveness of this policy will also be monitored through sampling of case records and quality checks by the Customer Support and Enforcement Manager.
- 14.2 Key performance monitoring information will be shared with the Trust's Performance Management Group.
- 14.3 The Trust will share relevant information with local agencies such as the police where necessary, to deal with cases effectively by either gathering extra evidence to carry out enforcement measures against the perpetrator or sharing information in the interests of the survivor and/or their dependants to provide better or more effective support.
- 14.4 Training on domestic abuse is available to all staff in addition to training on safeguarding. The Trust is committed to have arrangements in place to ensure effective training of all staff. Training levels will be determined by the responsibilities set out in job descriptions/role functions. The domestic abuse training is designed to ensure that all staff working are alert to domestic abuse and the need to safeguard and promote the welfare of children and adults and are appropriately skilled and competent in carrying out their responsibilities for safeguarding appropriate to their role.
- 14.5 The operation of this policy and assurance that it is being applied will be reported to Executive and the Board on no less than an annual basis in the Annual Anti-Social Behaviour Report.
- 14.6 Challenge Group will receive quarterly updates on safeguarding, including domestic abuse.

15. CONSULTATION

- 15.1 This policy will be reviewed in consultation with customers, staff voice and partner agencies of the Trust.
- 15.2 This policy has been reviewed by customers through the commentators panel and Challenge Group, EDI Forum, all managers and senior managers

16. REVIEW

- 16.1 This policy will be reviewed in consultation with customers, staff voice and partner agencies of the Trust.
- 16.2 This policy will be reviewed every three years unless there are significant changes in legislation, in which case it will be reviewed sooner.

17. ASSOCIATED DOCUMENTS

- 17.1
- Safeguarding Policy
 - Safeguarding Procedure
 - Domestic Abuse Procedure
 - Staff Domestic Abuse Policy
 - Anti-Social Behaviour and Hate Crime Policy
 - Complaints Policy
 - Health and Safety Policy
 - Whistleblowing Policy
 - Workplace Violence and Abuse Policy
 - Personal Safety at Work Policy
 - Data Protection Policy
 - Mutual Exchange, Assignment and Succession Policy
 - Rent Collection and Arrears Management Policy
 - Tenancy Agreement
 - Data Protection Policy
 - Data Sharing Policy
 - Equality, Diversity and Inclusion Policy
 - Transfer Policy
 - Allocations Policy
 - Vulnerable Persons Policy
 - Reasonable Adjustments Policy

Appendix A

Non-exhaustive list of agencies that can offer support to both survivors and perpetrators of abuse

POLICY INFORMATION

Policy Name:	Residents' Domestic Abuse Policy
Status:	Final/Approved
Approved by:	Executive Management Team
Drafted By:	Head of Neighbourhoods
Date approved:	16 th December 2024
Next Review Date:	December 2027

* Version number shown as v1 as previous policies combined policy regarding residents and workplace – now separate policies.

Appendix A

Non-exhaustive list of agencies that can offer support to both survivors and perpetrators of abuse

Domestic Abuse Help

Many national organisations exist to offer domestic abuse help, whether as a victim, survivor, perpetrator or someone concerned about a person you know.

If you are in immediate danger, you should call the police on 999. It may also be possible to seek advice from your doctor, health visitor or midwife.

MY CWA (My cheshire without abuse)

MY CWA, formerly known as Cheshire Without Abuse. We're a Cheshire-based charity supporting individuals and families affected by domestic abuse.

From a helpline, crisis accommodation and recovery programmes, to practical support and behaviour change programmes; our whole family service is designed to help everyone impacted by domestic abuse.

We believe in building a community where adults and children live free from the fear of domestic abuse and, for over 45 years, our staff and volunteers have worked tirelessly towards this vision.

[Home | My CWA, Cheshire](#)

National Centre for Domestic Violence (NCDV)

Specialises in offering a free, fast emergency court injunction service to survivors of domestic abuse and violence whatever your financial circumstances

To [contact the NCDV](#) call 0207 186 8270 or 0800 970 2070 (and press Option 1)

Text: 'NCDV' to 607779

Fax 020 7160 9383

Email: office@ncdv.org.uk (for general enquiries)

National Domestic Abuse Helpline

One of the services offered by Refuge, a female adviser will listen to you in confidence, empower you to understand your options and support you in making decisions about the future. The adviser can help you find a refuge place or other specialist services.

The free National Domestic Abuse Helpline is available 24 hours a day, all-year-round on: 0808 2000 247.

[Online chat](#) is available Monday to Fridays, between 3pm and 6pm.

Email: via a [contact form on its website](#) or [that of Refuge](#).



ManKind Initiative

The ManKind Initiative offers support to male victims, to enable them and any children to escape from the domestic abuse. The charity, which is funded by donations from the public, runs a national helpline with a trained team providing practical advice, information, signposting and emotional support to victims or concerned friends, family members and work colleagues.

ManKind offers a one-day training course and other support services for professionals who support men enduring domestic abuse.

For confidential help, male victims of domestic abuse should call: 01823 334244

Further information is [available on ManKind's website](#).

Refuge

Runs refuges providing emergency temporary accommodation for women and children fleeing abuse, as well as supporting women in their homes or in a safe place elsewhere. Has domestic violence advocates to help women through the justice system by helping them give statements, attend court safely or testify against the perpetrator.

A range of contact options are [given on Refuge's website](#).

Women's Aid

A federation of more than 180 organisations providing almost 300 local services to women and children. Women's Aid places great emphasis on helping you understand and respond effectively to domestic abuse. It has published the free Survivor's Handbook to provide information for women on housing, money, help with children and legal rights and other issues. Women's Aid also conducts research to "lead the way" in evidence and data on domestic abuse.

For information and support, email helpline@womensaid.org.uk or search the [Domestic Abuse Directory](#) for your local domestic abuse service.

For other contact options, including links to sister federations in Wales, Scotland, Northern Ireland and the Republic of Ireland, [go to the Women's Aid website](#).

Rights of Women

This organisation's prime role in the field of domestic help abuse is to provide women with the legal advice and information they need to understand and use the law within their legal rights. Rights of Women requests you telephone for legal advice as it cannot give it by email, face-to-face or in writing.

For family law, the number for London residents is: 020 7608 1137.

The number for women in England and Wales is: 020 7251 6577.

For criminal law advice, women throughout England and Wales should call: 020 7251 8887.

Should you wish to email or write, the contact details are:

Email: info@row.org.uk

More contact information, including line opening times, is given on [the Rights of Women website](#).



SafeLives

Dedicated to ending domestic abuse, SafeLives provides research, training and support to frontline domestic abuse services and professionals. The organisation also promotes programmes to help perpetrators change their behaviour.

General enquiries, call 0117 403 3220 or email info@safelives.org.uk

Other contact options are [given on SafeLives' website](#).

Victim Support

An independent charity, Victim Support provides free confidential support 24 hours a day, 365 days a year if you have been affected by crime and traumatic events, including domestic abuse and violence. The organisation aims to help you cope and recover from your awful experiences, however long ago they occurred and regardless of whether you have told the police or anyone else about the abuse. The charity has independent domestic violence advocates (IDVAs), supported by specialist volunteers, who help you to decide what action you want to take. They often support survivors through the criminal justice system. Victim Support, which tailors its services to meet local needs, also runs domestic abuse outreach services to provide practical and emotional support and co-ordinate support from the health, police, hospitals and other community services. The charity's free, year-round support line for victims in England and Wales is: 0808 1689 111. The Victims' Information Service is also free and on: 0808 1689 293. You can find the [contact for your nearest Victim Support team](#), and links for help in Scotland and Northern Ireland, on Victim Support's website. [Live chat](#), [online support](#) and other resources are also available on Victim Support's website.

Respect – perpetrators

This domestic abuse help service is for perpetrators and those supporting them. Advisors on the Respect Phoneline will listen to you without judgement and are available to offer confidential and honest advice to help you – or the person you are supporting – to stop being violent.

The free help line is: 0808 8024 040.

Respect also offers a webchat service and email [support via the charity's website](#).

Respect - male victims

Respect also runs a Men's Advice Line to offer domestic abuse help to male victims, with a focus on increasing their safety and that of their children (if any). The charity's advisors will listen to you, and can give non-judgemental, confidential support, practical advice and information about services which will help you.

The advisors also take calls from frontline workers, and concerned friends and family members supporting male victims.

The free advice line is: 0808 8010 327.

The helpline is backed up by email and webchat services.

Full information is [available on the Men's Advice Line](#).

Galop

Galop exists to help those who are lesbian, gay, bisexual or trans-plus (LGBT+) suffering domestic abuse, or biphobia, homophobia, transphobia or sexual violence. The independent group offers a safe space to talk – anonymously if you wish – and explore your options, including plans to make you safer.

The charity pledges it will never pressure you into taking any action you are uncomfortable with, but is also prepared to act on your behalf and try its hardest to achieve the outcome you want. It will also support you through the criminal justice system, including compensation claims.

The free domestic abuse helpline is: 0800 9995 428.

Email: help@galop.org.uk

Online services and other information can be [found on Galop's website](#).

Karma Nirvana

We were established in 1993 as the first specialist charity for victims and survivors. We are committed to ending Honour Based Abuse in the UK.

[About us – Karma Nirvana](#)

UK Helpline: [0800 5999 247](tel:08005999247)

High Peak

[Derbyshire Domestic Abuse 24 Hour Helpline](#) This is a single point of access for local services, available to men and women over 16 years of age. They offer a wide range of services such as access to emergency refuge accommodation, outreach support (including counselling, self esteem and confidence building), advocacy, safety planning, safety measures in the home, children's support and more. Tel: 0800 0198 668. If you're hearing impaired, or unable to phone, text tel: 07534 617252.

[Crossroads Derbyshire](#) is a domestic abuse service that works with women, men, young people and children to help them to escape domestic abuse and to build a safe future for themselves and their families. They offer children's and adults' outreach services and aftercare, counselling, and refuge for women and children suffering from physical, sexual, emotional and financial abuse, and control and coercion. They offer one-to-one and group programmes, and specialist work for young people aged 11-19, which focuses on healthy relationships, self-esteem, and safety.

(January 2025)